

 INFORMATION DISCLOSURE CITATION <small>(use several sheets if necessary)</small>				ATTY DOCKET NO. 6065-75339		SERIAL NO. 09/505,318	
				Darryl Hymel			
				FILING 09/505,318	GROUP 2142		
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
<i>Th</i>	6,289,373	9/11/01	Dezonno			RECEIVED DEC 01 2003 Technology Center 2100	
<i>Th</i>	6,449,646	9/10/02	Sikora et al.				
<i>Th</i>	6,381,640	4/30/02	Beck et al.				
<i>Th</i>	6,064,667	5/16/00	Gisby et al.				
<i>Th</i>	5,910,983	6/08/99	Dezonno et al.				
<i>Th</i>	6,295,354	9/25/01	Dezonno				
<i>Th</i>	5,999,965	12/07/99	Kelly				
<i>Th</i>	5,884,032	3/16/99	Bateman et al.				
<i>Th</i>	6,141,328	10/31/00	Nabkel et al.				
<i>Th</i>	5,721,770	2/24/98	Kohler				
<i>Th</i>	5,848,143	12/08/98	Andrews et al.				
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
<i>Th</i>	2,178,705	3/26/97	Canada				
<i>Th</i>	EP 0 829 996 A2	3/18/98	EPO				
<i>Th</i>	EP 0 740 445 A2	10/30/96	EPO				
OTHER DOCUMENTS <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>							
<i>Th</i>		"Functional Architectural Desing for Internet Telephony Gateway" , K.V. Chin, H. Dong, S.C. Hui and C.K. Yeo, School of Applied Sciences, Nanyang Technological University, Singapore					
<i>Th</i>		"Interview with the Virtual Empires" Richard Grigonis, Computer Telephony, March 1998					
EXAMINER <i>M. Hymel</i>				DATE CONSIDERED		<i>3/26/04</i>	
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

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U.S. PATENT DOCUMENTS								
*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS		
M		5,894,512	4/13/99	Zenner				
M		5,724,418	3/03/98	Brady				
M		5,557,668	9/17/96	Brady				
M		4,793,861	8/11/98	Haigh				
M		6,175,562	1/16/01	Cave				
M		6,021,428	2/01/00	Miloslavsky				
FOREIGN PATENT DOCUMENTS								
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)								
M			"The Next Generation Call Center", XP 00618796, Gary Paris, Siemens Business Communication Systems					
EXAMINER <i>Murphy</i>			DATE CONSIDERED <i>3/26/04</i>					

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.